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Assessment Work Team Essence Notes

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Assessment Work Team Meeting

December 13, 2016

Essence Notes

Attending: Bede Mitchell, Clement Lau, Fred Smith, LiLi Li, Ruth Baker, Paolo Gujilde.

The meeting was devoted to reports on our various efforts to achieve the objectives laid out in our FY17 Institutional Effectiveness Plan.

Goal 1: Objective 1

Measurement Tool:	During FY17 and FY18: <ul style="list-style-type: none">· Department heads will keep a record of the training sessions attended by each employee in their department.· Each staff member will maintain a log of interactions with patrons (to be designed by the Department Heads)
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Report from Lisa Smith: Lori Gwinett, Rebecca Ziegler and I demonstrated the **Credo Modules** for Kathy Albertson, Dan Bauer (chair of Writing & Linguistics), plus two other FY Writing professors. They liked the modules, with the exception of those parts that taught writing skills. However, the positive outcome for us is that they liked them enough to arrange for several of the newer W&L faculty to perform a full and detailed review of them in the Spring of 2017 as a Service activity. The outcome of this review will be to determine how these modules may be incorporated into their instructional plans for the fall.

ISD Librarians are continuing to review the Credo Information Literacy pre/post quiz questions for incorporation into Information Literacy Instruction. The information obtained from the W & L review will help inform that process and assist in developing a better assessment tool. There is also interest in updating the instruction assessment for FYE classes.

Training Sessions:

- Several members of ISD and Access Services attended a webinar on customer service on October 13 entitled: "How to Deliver Great Library Customer Service." We now have access to the archived recording of that webinar, and we will arrange for showings to public services staff who did not attend on October 13.
- Lisa and Lori attended a customer service training session on Nov. 2nd with Robert Meguiar from the Div. of Student Affairs entitled "Customer Service: The Basics and Beyond." This session was so well regarded we plan to invite him to conduct it for all Library personnel.
- ISD Librarians have expressed an interest in an upcoming workshop from ALA "How to Improve Your Library Instruction: Assessment in 5 minutes"

At the most recent Public Services meeting (12-7-16), proposed Customer Service Guidelines presented by Fred Smith were discussed and some minor revisions made. These guidelines will be submitted to the Library faculty for approval at their January 9, 2017 meeting.

ISD, Systems and Access Services are developing a patron satisfaction survey that will be recorded on tablet computers. Patrons will be asked to provide their feedback after obtaining service at the public services desks, and from time to time we may also send staff around the Library to survey patrons in the building.

Access Services has adapted an ISD form for categorizing the various interactions with patrons at the Circulation Desk. The form will be implemented next semester.

Goal 2, Objective 1:

Measurement Tool:	<ul style="list-style-type: none">· Student volunteers will test the new Library website and Library services platform by attempting to carry out searches for information resources typical of what students must do to satisfy class assignments. Their (timed) tests will be observed and analyzed by the AWT members.· Student assessments will also be collected by an online survey after the new Library services platform (Alma) goes live in May 2017.· Usage statistics will be collected by the AWT members from various sources, including system transaction logs, data base vendor-supplied usage reports, web server statistics, and Google Analytics.
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ISD Liaison Librarians are continuing to examine the LibQUAL+ data and comments. We are currently assisting with testing of the Primo OPAC and we anticipate participating in upcoming usability testing for the new ILS and OPAC.

The Institutional Review Board renewed our web usability permit, and Jeff Mortimore will lead us in Cycle 4 testing during early Spring 2017.

Goal 2, Objective 2:

Measurement Tool:	<p>Henderson Library expenditures will be compared with the library expenditures of peer institutions using the \$-spent-per- FTE- student ratio obtained from IPEDS and ACRL databases.</p> <p>The effectiveness of the PDA plan will be measured by examining to percentage of new monographs purchased that circulate at least once within a period of up to five years. Data will be obtained from our library management system.</p>
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ISD Liaison Librarians are continuing to gather feedback from faculty in their liaison departments, but have not had an opportunity to meet to discuss that feedback in a systematic way.

A review of low-use subscriptions is underway, and we hope to identify many such subscriptions that academic departments would be willing to have dropped in lieu of interlibrary loan access. At the same time, the Provost is proposing to the President's Cabinet permanent increases to the Library base budget.

Clement suggested we review usage data from Fall 2016 to see if there are databases or journals being under-used. Liaisons might want to promote those titles more aggressively.

From Ruth Baker: The Anthropology faculty, through their dept. rep., have made a renewed request for licensing of the eHRAF (Human Relations Area Files) database. Another Anthro faculty member has requested a current subscription to a

T&F title, Journal of Conflict Archaeology (we have only 2005-2009 in the History Reference Center from EBSCO). He says the title is essential to his teaching and research.

Paolo reported the data are being gathered regarding the PDA plan, and we will have more than a year's worth when we reach the end of FY17.

Goal 3, Objective 1:

Measurement Tool:	The learning technologies that we investigate for price information will be those most frequently requested of SGA representatives (see Data Collection Process). Technology requests made by SGA will be subjected to a cost-benefit analysis, based on price and an estimate of how many students would be likely to use the technology. A very expensive technology that would only be used by a few students will be assigned a low priority, whereas technologies that are expected to benefit many students will be higher priorities.
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Some recent innovations include:

- Mobile whiteboards
- Increasing use of the Interactive Touchscreen Table
- Standing Desk in Learning Commons
- Mobile Printing
- Phone charging stations
- Citation Workshops and drop-in Citation Help by ISD
- Dual monitor PCs added to third floor

Goal 3, Objective 2:

Target:	<p>Before the end of Fall Semester 2016, the formal report regarding parking at the Library will be developed by the Dean of the Library and SGA officers, and it will be submitted to the Vice President for Business and Finance.</p> <p>In FY19 the Deans Office will conduct the next regularly scheduled triennial comprehensive library effectiveness survey of our students and faculty, in which we will receive fewer complaints about parking, noise levels, and group study spaces than we received in the 2016 LibQUAL survey.</p>
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We have held several meetings with the SGA Library Committee, which has led them to decide to reach out to Auxiliary Services regarding Zach's Brews hours, the Center for Sustainability regarding lighting in the parking lot, and the Chief Information Officer regarding learning technologies, the robustness of the wireless network, etc. A meeting with the CIO was suggested for early spring, while the SGA reps were independently pursuing their issues with Auxiliary Service and the Center for Sustainability. We hope for reports from them at the first SGA Library Committee meeting in the spring.

Access Services is planning to experiment with making some of the group study rooms available on a reservation basis only. The LibGuides reservation module is a possible vehicle for this pilot.

Although the noise issues raised in the 2016 LibQUAL+ survey have been discussed by the SGA Library Committee, they have not placed a high priority on the issues thus far. We will revisit the topic in the spring.

Clement concluded the meeting by reporting on some important activities that are relate to goal 3 of the institutional effectiveness plan:

- The Disaster Preparedness and Recovery Plan is being revised.
- We have scheduled a fire drill, fire extinguisher training, and panic button testing during the week of December 19.
- Kyle Herman has updated our floor plans to indicate the locations of fire extinguishers. We hope to add more extinguishers in publicly accessible places. Many of our current extinguishers are kept in offices and rooms that are usually locked.

The next Assessment Team meeting time and date will be announced in January, to ensure there is not a conflict with the biweekly Alma meetings.